Sheet 1 of 2

Substitute Form PTO-1449 (Modified)	U.S. Department of Commerce Patent and Trademark Office	Attorney's Docket No. 13906-132001		Application No. 10/608,895
Information Disclosure Statement by Applicant (Use several sheets if necessary)		Applicant Thomas Witting		
		Filing Date June 27, 2003	Group Art Unit	

(stamp: SEP 11 2003 PATENT & TRADEMARK OFFICE §1.98(b))

U.S. Patent Documents

Examiner Initial	Desig. ID	Document Number	Publication Date	Patentee	Class	Subclass	Filing Date If Appropriate
/NC/	AA	6,240,411	05/29/01	Thearling			

Foreign Patent Documents or Published Foreign Patent Applications

Examiner Initial	Desig. ID	Document Number	Publication Date	Country or Patent Office	Class	Subclass	Translation Yes	No
	AB							
	AC							
	AD							
	AE							
	AF							

Other Documents (include Author, Title, Date, and Place of Publication)

Examiner Initial	Desig. ID	Document
/NC/	AG	PowerPoint Presentation, CRM Analytics: RFM Analysis, SAP AG, 24 ps.
	AH	http://www.unicacorp.com/products/compaign_detail.html – "Enterprise Marketing Management - Unica Corporation," printed from the Internet 8/13/03, 4 ps.
	AI	http://www.marketswitch.com/products/outbound_marketing.html – "Marketswitch: Products: TRUE for Outbound Marketing," printed from the Internet 8/13/03, 2 ps.
	AJ	"Operations Research-Spektrum," Springer-Verlag, Vol. 11, No. 3, ps. 121 – 174, August, 1989.
	AK	"Tabu Search – Part I," ORSA Journal on Computing, Vol. 1, No. 3, Summer 1989, 18 ps.
	AL	"Tabu Search – Part II," ORSA Journal on Computing, Vol. 2, No. 1, Winter 1990, 30 ps.
	AM	"Future Paths for Integer Programming and Links to Artificial Intelligence," Computers & Operations Research, Vol. 13, No. 5, ps 533-549, 1986.
	AN	"Introduction to CRM Analytics," Gartner Symposium IT XPO, 2002, 19 ps.
	AO	http://www.cogita.co.nz/epicor.htm – "Epicor Product Page," printed from the Internet 1/28/2003, 3 ps.
	AP	"EMEA CRO Magic Quadrant – 3Q02," Markets, M-17-2063, J. Radcliffe, G. Herschel, Gartner Research, 2002, 7 ps.
	AQ	"EMEA CRO Magic Quadrant – 3Q02," Decision Framework, J. Radcliffe, Gartner Research, 2002, 7 ps.
	AR	"A Tutorial On Tabu Search," Alain Hertz, Eric Taillard, Dominique de Werra, 13 ps.
	AS	"Alternative Data Report," Gartner, 2000-2002, 85 ps.
/NC/	AT	http://www.epiphany.com/products/images/screen_1CM.gif – "PortaLaptop," printed from the Internet 1/28/2003, 1 p.

Examiner Signature /Nadja Chong Cruz/	Date Considered 12/11/2007

EXAMINER: Initials citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

Substitute Disclosure Form (PTO-1449)

ALL REFERENCES CONSIDERED EXCEPT WHERE LINED THROUGH. /NC/

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Other Documents (include Author, Title, Date, and Place of Publication)

Examiner Initial	Desig. ID	Document
/NC/	AU	http://www.epiphany.com/products/images/screen_3RT.gif - "Ideal Customer," printed from the internet 1/28/2003, 1 p.
	AV	http://www.epiphany.com/products/images/screen_eirt2.gif - "RealTime Decisioning Analysis," printed from the Internet 1/28/2003, 1 p.
	AW	http://www.epiphany.com/products/images/screen_2CME.gif - "Import E-mail Content," printed from the Internet 1/28/2003, 1 p.
	AX	"Campaign Management Software," Quaero Answers, 2001, 13 ps.
/NC/	AY	http://www.peoplesoft.com/corp/en/products/line/crm/marketing/features.asp - "Marketing Features," printed from the Internet 1/28/2003, 2 ps.

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